

March 29, 2013

To: Executive Board

Subject: **February Performance Indicators Report**

Recommendation

Receive and file the February 2013 Performance Indicators Report.

Summary

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses; contractor reported data, and financial performance data. For the month of February, seven of nine key performance indicator targets were achieved and year-to-date, six of nine key performance indicator targets were met.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded for February 2013 was 1,109,493. This is one percent lower than February 2012 ridership.
- **Fare Revenue** – Total fare revenue for February 2013 was \$1,429,113, resulting in an average fare of \$1.29 per boarding. This is a decrease of 5.45 percent from February 2012 revenue levels.
- **Operating Expenses** – Total operating expenses for February 2013 were \$4,874,767 resulting in an average cost per service hour of \$97.07.
- **Accidents** – There were eight preventable accidents in February 2013, producing an average of 0.78 preventable accidents per 100,000 miles for the month.
- **Customer Complaints** – Foothill Transit recorded 10.27 complaints per 100,000 boardings for February, which is equal to February 2012 figures.
- **Schedule Adherence** – This month, 76.9 percent of all trips surveyed were on-time. This is 16.44 percent lower than in February 2012.

Analysis

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Attachment A includes a summary of system goals and their respective performance indicators.

Total Boardings and Total Revenues

Total boardings in February 2013 were 1,109,493, which is slightly lower than February 2012 figures. It should be noted that 2012 was a leap year which resulted in an extra weekday last February. FY 2013 year-to-date boardings were 9,247,350, representing an improvement of one percent over the FY 2012 figure.

Year-to-date fare revenues reflect a two percent decrease below the FY 2012 totals. Revenues in February 2013 were \$1,429,113 million, representing a 5.46 percent decrease compared to February 2012. The decrease can be attributed to the extra weekday in February 2012.

Total expenditures for the month were \$4.9 million, which is an equal to February 2012 expenditures. Overall year-to-date expenses show an increase of 2.4 percent over the previous fiscal year.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

Goal #1 – Operate a Safe Transit System – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.80 preventable accidents per 100,000 miles for this fiscal year. In February 2013 there were eight preventable accidents, producing an average of 0.78 preventable accidents per 100,000 miles for the month. This is a substantial increase compared to the February 2012 figure because of the low number of preventable accidents last February. Foothill Transit's Safety and Security team are

working closely with First Transit to identify and address the root cause of the spike in accidents. Year-to-date accidents are averaging 0.80 preventable accidents per 100,000 miles.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

Goal #2 – Provide Outstanding Customer Service - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

Complaints per 100,000 Boardings

In February, 10.27 complaints per 100,000 boardings were recorded. This is equal to the February 2012 figure and meets the performance target of 10.5 complaints per 100,000 boardings. Of the 114 complaints received during the month, 51 were related to schedule adherence. There were also 34 complaints related to operator courtesy, nine related to safety, and four related to fares. The agency also received 25 compliments for the month.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In February 2013 on-time performance on all lines improved to 76.9 percent. This is below the performance target of 90 percent but above the most recent monthly figures. Current year-to-date figures are at 72.1 percent. Systemwide on-time performance data continues to be scrubbed to ensure that early arrivals at the first and last timepoint, and early arrivals and departures from drop-off only stops classified as “free running time” on commuter express lines are excluded from the on-time performance violations. This results in the higher number observed in February 2013 than in recent months. The data for June 2012 through January 2013 will be similarly scrubbed and updated in all future Performance Indicators Reports.

Average Hold Time

The recorded average hold time of 42 seconds during February 2013 is below the performance target of 45 seconds. The Transit Store management team continuously monitors the call queue to ensure calls are being answered in an efficient and timely manner, and that the Stores are appropriately staffed.

Attachment F provides a summary of Average Hold Time.

Average Miles between Service Interruptions

In February, Foothill Transit averaged 16,101 miles between service interruptions. This is above the fiscal year target of 15,000 miles. Year-to-date average miles between service interruptions are currently 17,576 which is lower than the previous fiscal year.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

Goal #3 – Operate an Effective Transit System- Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

Boardings per Vehicle Service Hour

The agency averaged 22.1 boardings per vehicle service hour in February 2013. This represents an increase of six percent from the February 2012 figure. The 50,218 service hours operated during the month are seven percent lower than the same period in the previous fiscal year, primarily due to the additional weekday of service last February.

It is also important to note that Foothill Transit is now calculating vehicle service hour as in-service time, or the time it takes to run a trip while on revenue service, plus a 15 percent allowance for recovery time at the end of each trip. In prior years, Foothill Transit calculated vehicle service hours as the in-service time plus recovery time plus any additional layover time that our contractors built into the schedules to account for operator meal and rest breaks.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

In February 2013, the agency averaged 46,980 boardings per weekday. This figure reflects an increase of four percent from February 2012 average weekday boardings. Year-to-date average weekday boardings are currently four percent higher than the previous fiscal year.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

Goal #4 – Operate an Efficient Transit System- Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in February 2013 was \$97.07. This is an increase of almost four percent from the February 2012 figure. While the year-to-date cost per hour figure of \$94.42 shows an increase of almost four percent



Executive Board Meeting – 03/29/13
Performance Indicators Report – February 2013
Page 5

over the previous fiscal year, it is still below the performance target of \$99.22. The increase in average cost per vehicle service hour is a reflection of the new method of calculating the vehicle service hours.

Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

Farebox Recovery Ratio

The February 2013 farebox recovery ratio was 29.32 percent. This is a five percent decrease over the February 2012 figure and is higher than the performance target of 26.76 percent. For the fiscal year, farebox recovery ratio is currently tracking at 29.48 percent and is equal to the previous fiscal year. The farebox recovery ratio is calculated by dividing total revenue by total operating expense.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,



Joseph Raquel
Planning Director

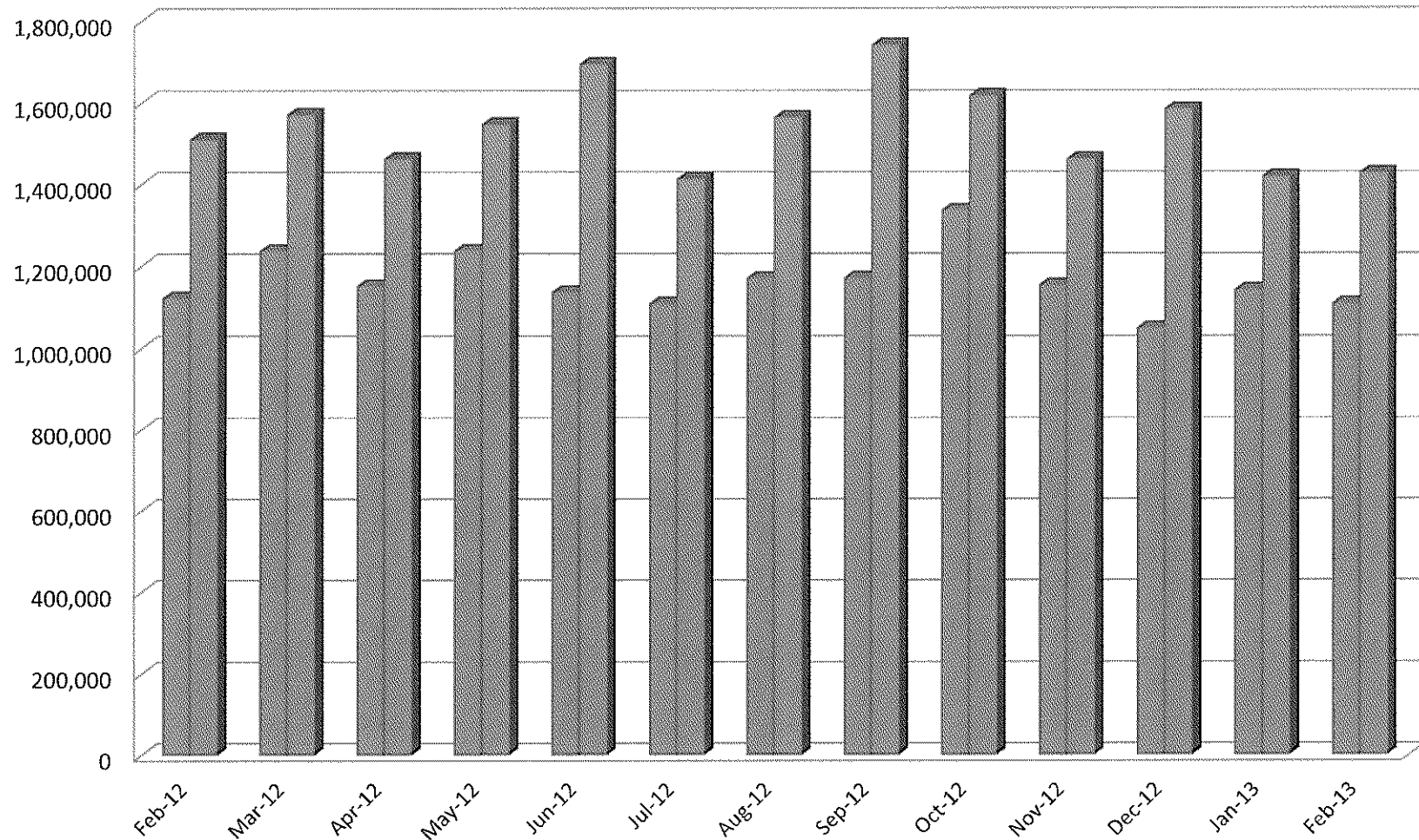


Doran J. Barnes
Executive Director

Attachment A: Key Indicators Report

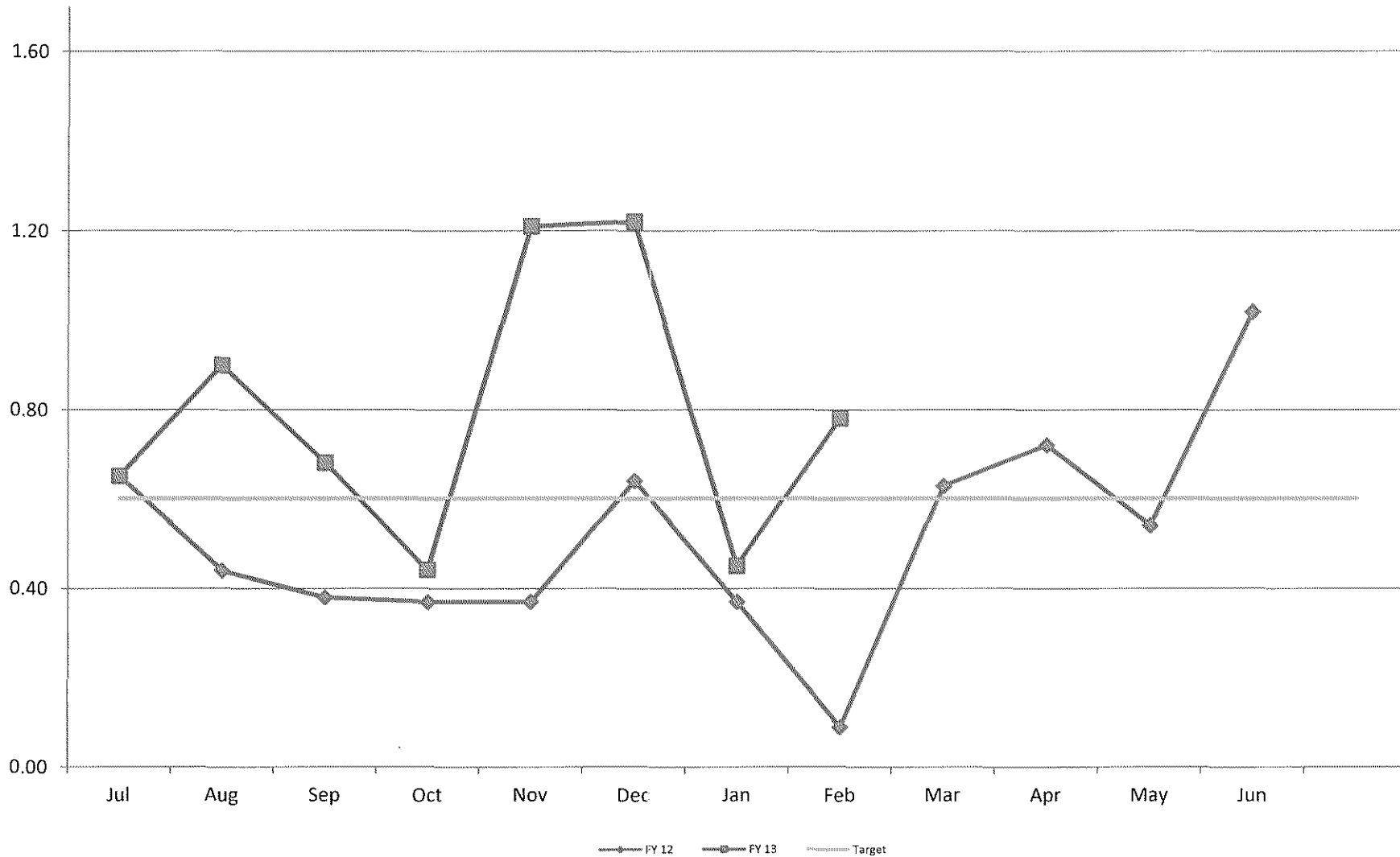
Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 13 Year to Date	YTD Meets/Exceeds	FY 12 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,109,493	N/A	1,121,948	-1.11%	N/A	9,247,350	N/A	9,143,161	1.14%
	Vehicle Service Hours		50,218	N/A	54,116	-7.20%	N/A	439,547	N/A	446,121	-1.47%
	Total Fare Revenue	B \$	1,429,113	N/A	\$1,511,667	-5.46%	N/A	\$12,235,818	N/A	\$11,865,164	3.12%
	Total Operating Expense		\$4,874,767	N/A	\$4,874,522	0.01%	N/A	\$41,500,027	N/A	\$40,531,562	-2.39%
Safe Transit System	Preventable Accidents per 100,000 Miles	C	0.78		0.09	762.60%	0.60	0.80		0.41	-48.43%
	Complaints per 100,000 Boardings	D	10.27	X	10.25	-0.24%	10.5	12.36		10.65	-16.06%
	Schedule Adherence	E	76.9%		84.2%	-8.63%	90%	72.9%		85.8%	-15.04%
	Average Hold Time	F	0:42	X	0:26	-61.54%	0:45	0:48	X	0:30	-60.95%
	Average Miles Between Service Interruptions	G	16,101	X	19,545	-17.62%	15,000	17,567	X	29,200	-39.84%
	Boardings per Vehicle Service Hour	H	22.1	X	20.7	6.76%	20.1	21.0	X	20.5	2.63%
Operate an Effective Transit System	Average Weekday Boardings	I	46,980	X	45,124	4.11%	46,000	47,773	X	45,604	4.76%
	Average Cost per Vehicle Service Hour	J	\$97.07	X	\$90.07	-7.77%	\$99.22	\$94.42	X	\$90.85	-3.92%
Operate an Efficient Transit System	Farebox Recovery Ratio	K	29.32%	X	31.01%	-5.46%	26.76%	29.48%	X	29.27%	0.73%

Attachment B: Total Boardings vs. Total Revenues

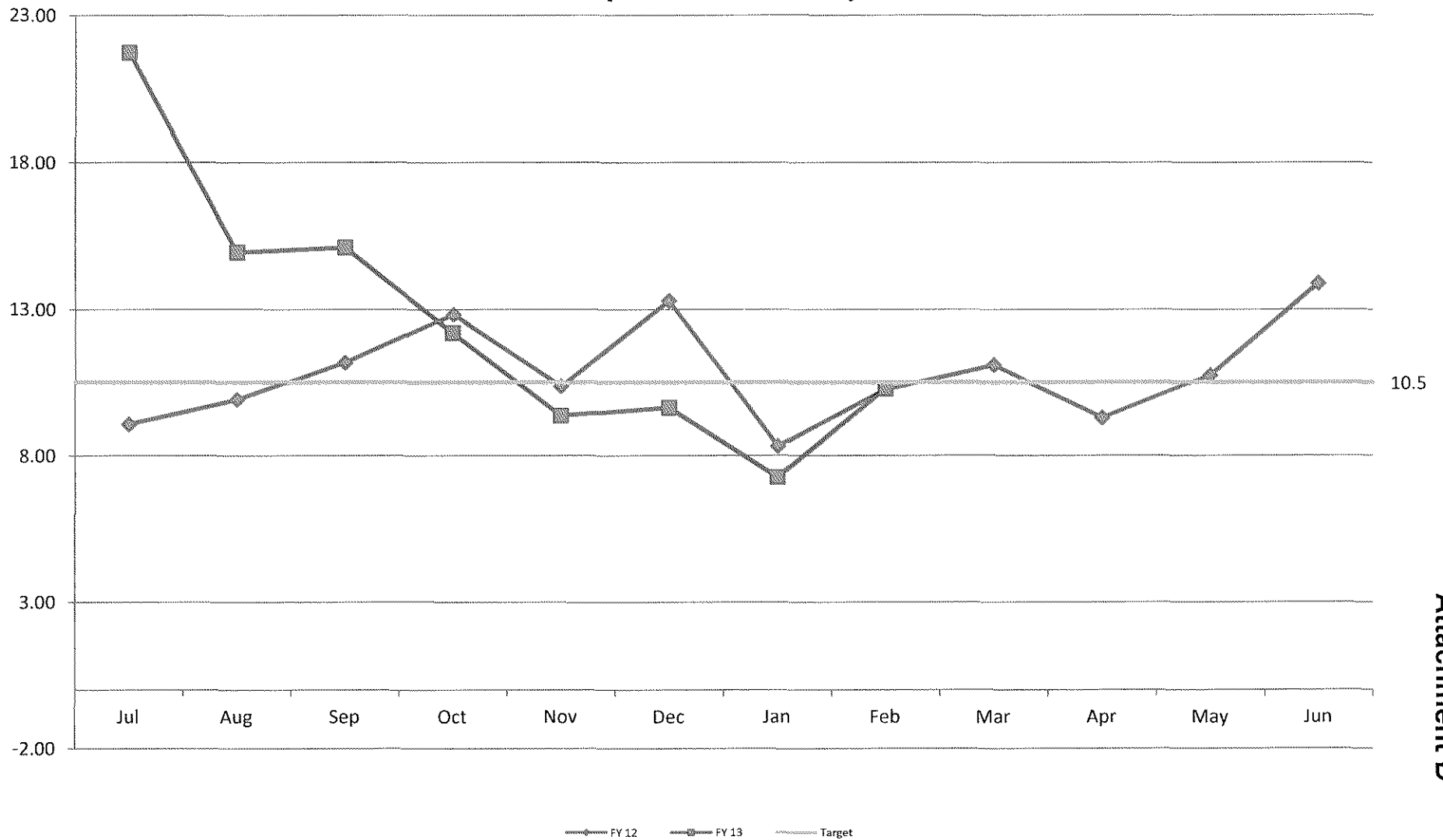


Attachment B

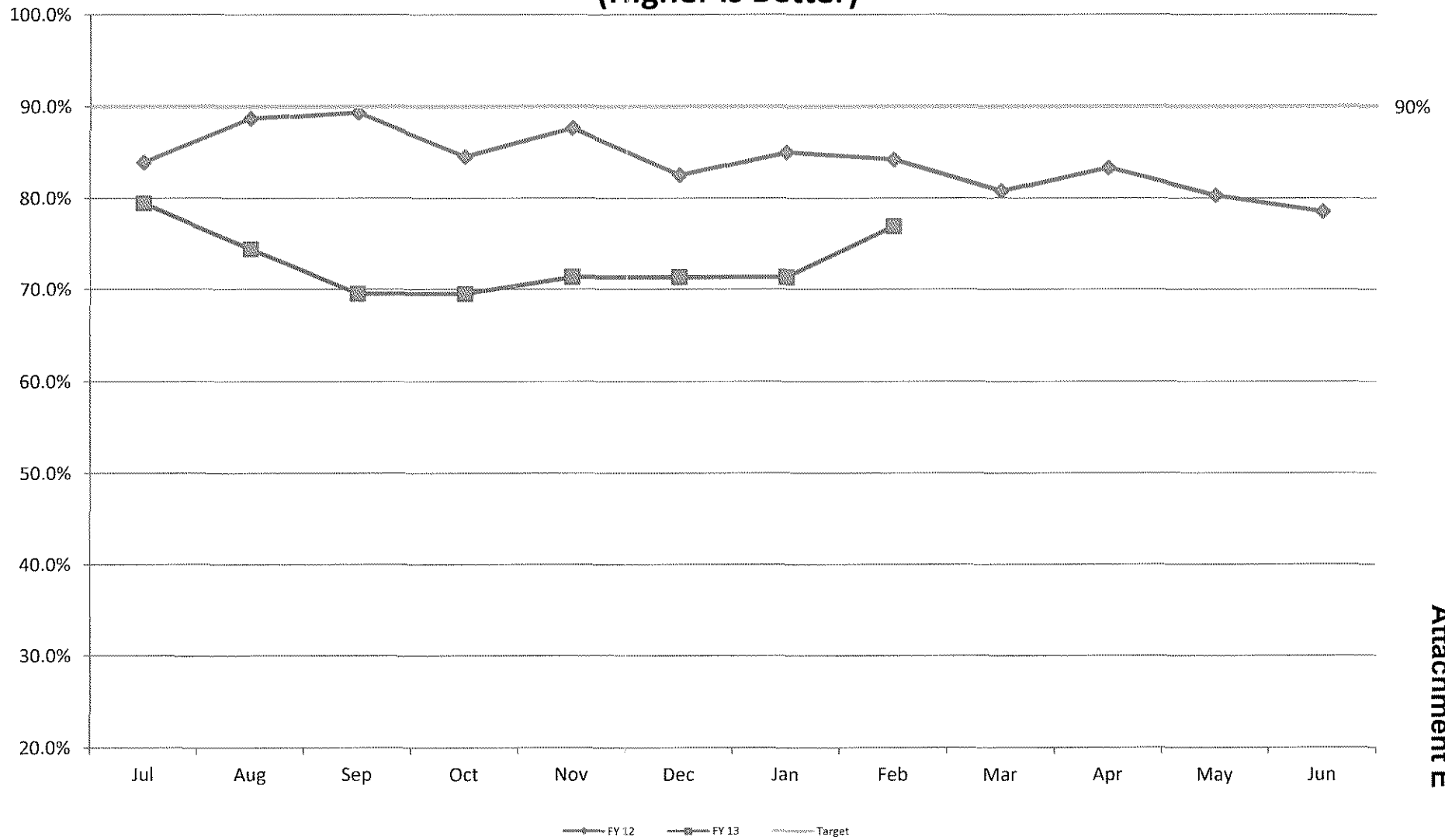
Attachment C: Preventable Accidents per 100,000 Miles (Lower is Better)



Attachment D: Complaints per 100,000 Boardings (Lower is Better)

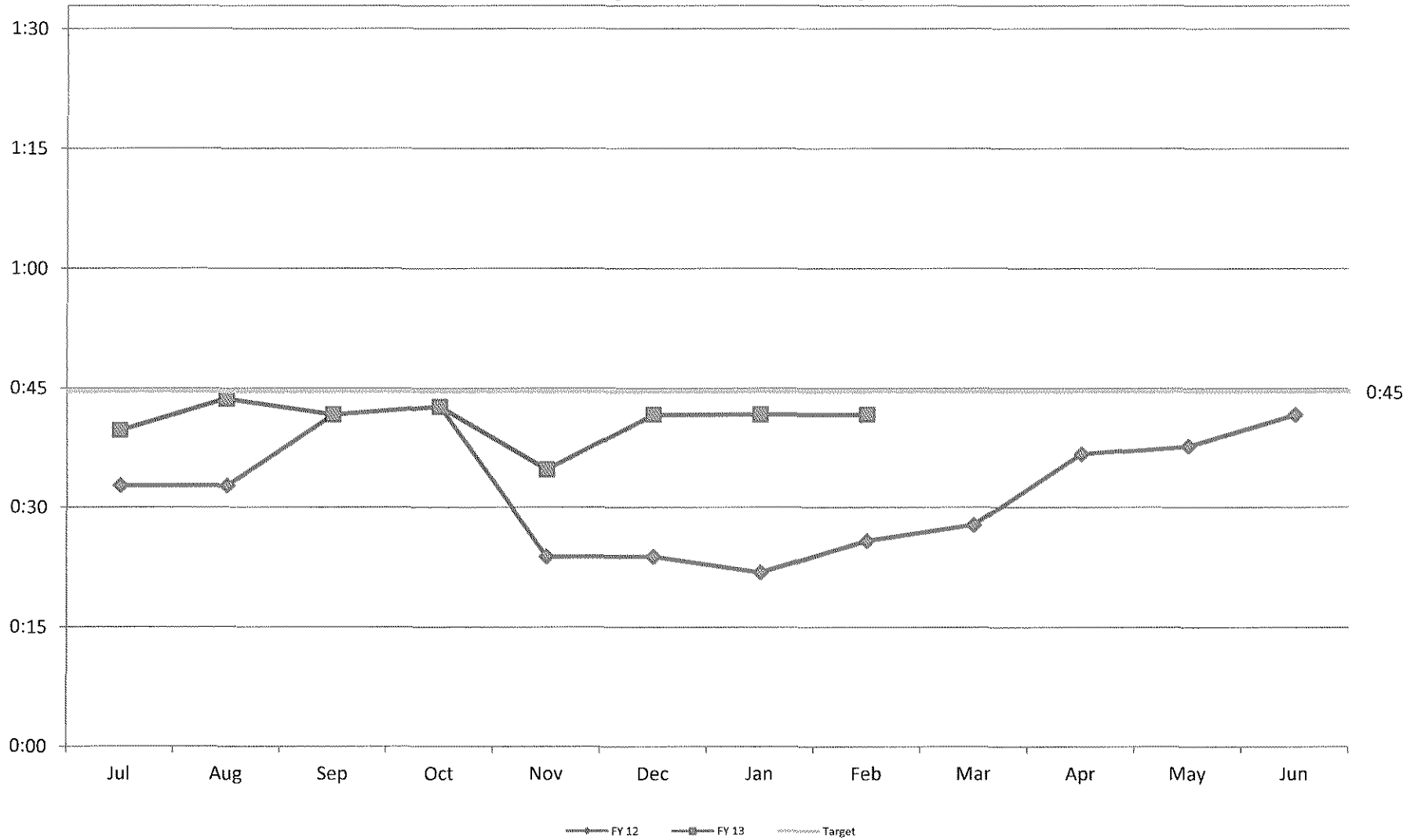


Attachment E: Schedule Adherence (Higher is Better)

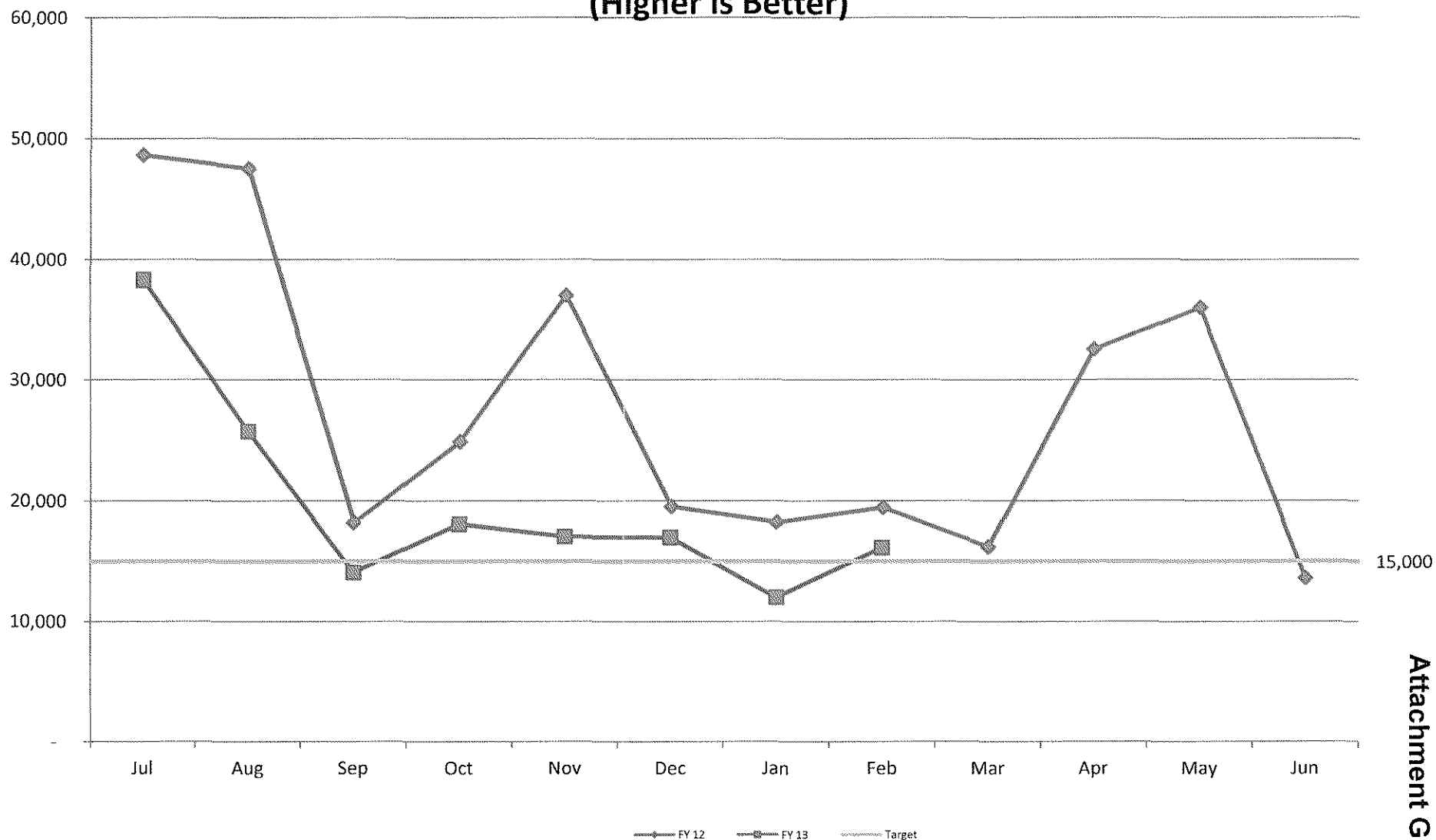


Attachment E

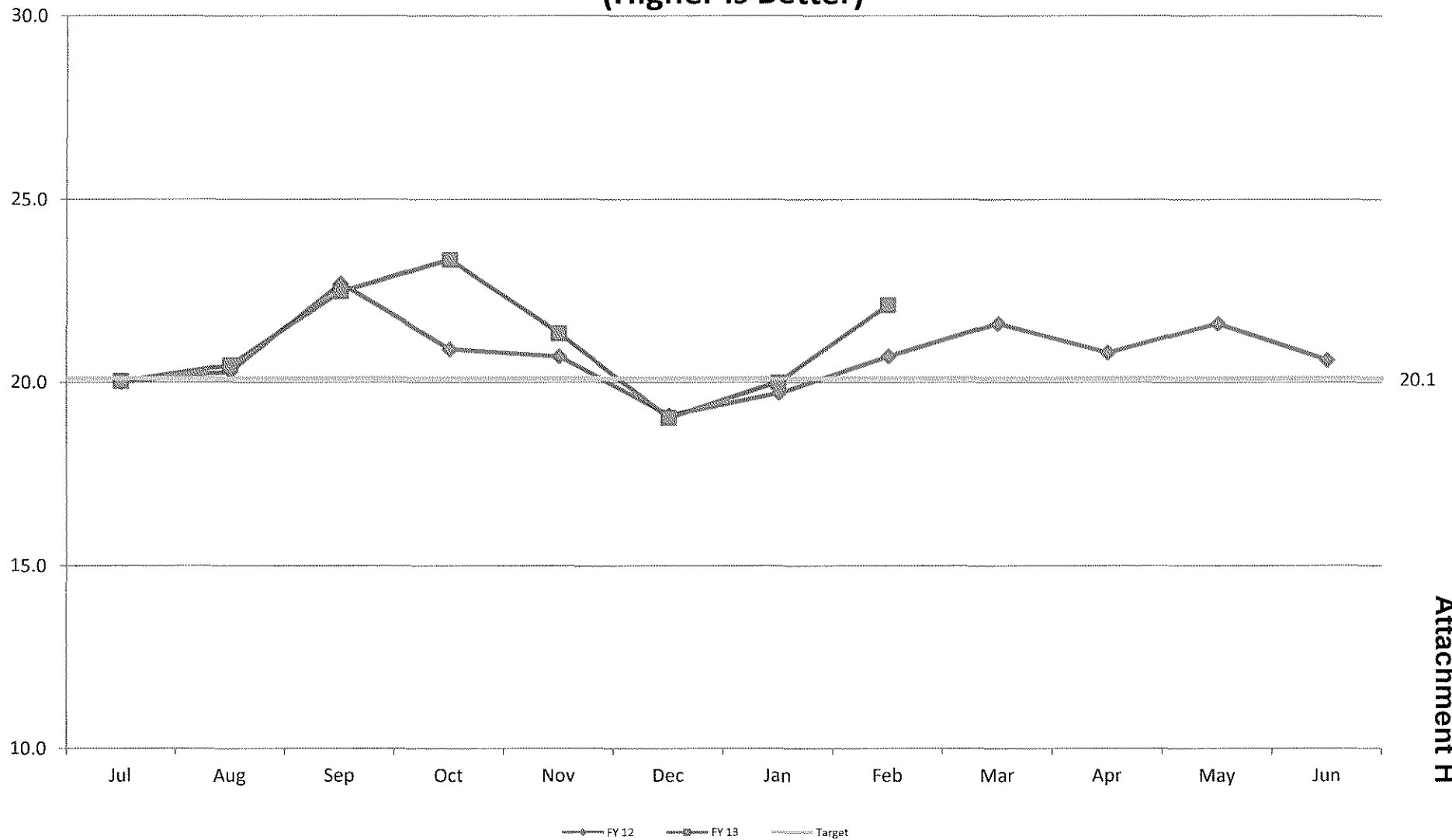
Attachment F: Average Hold Time (Lower is Better)



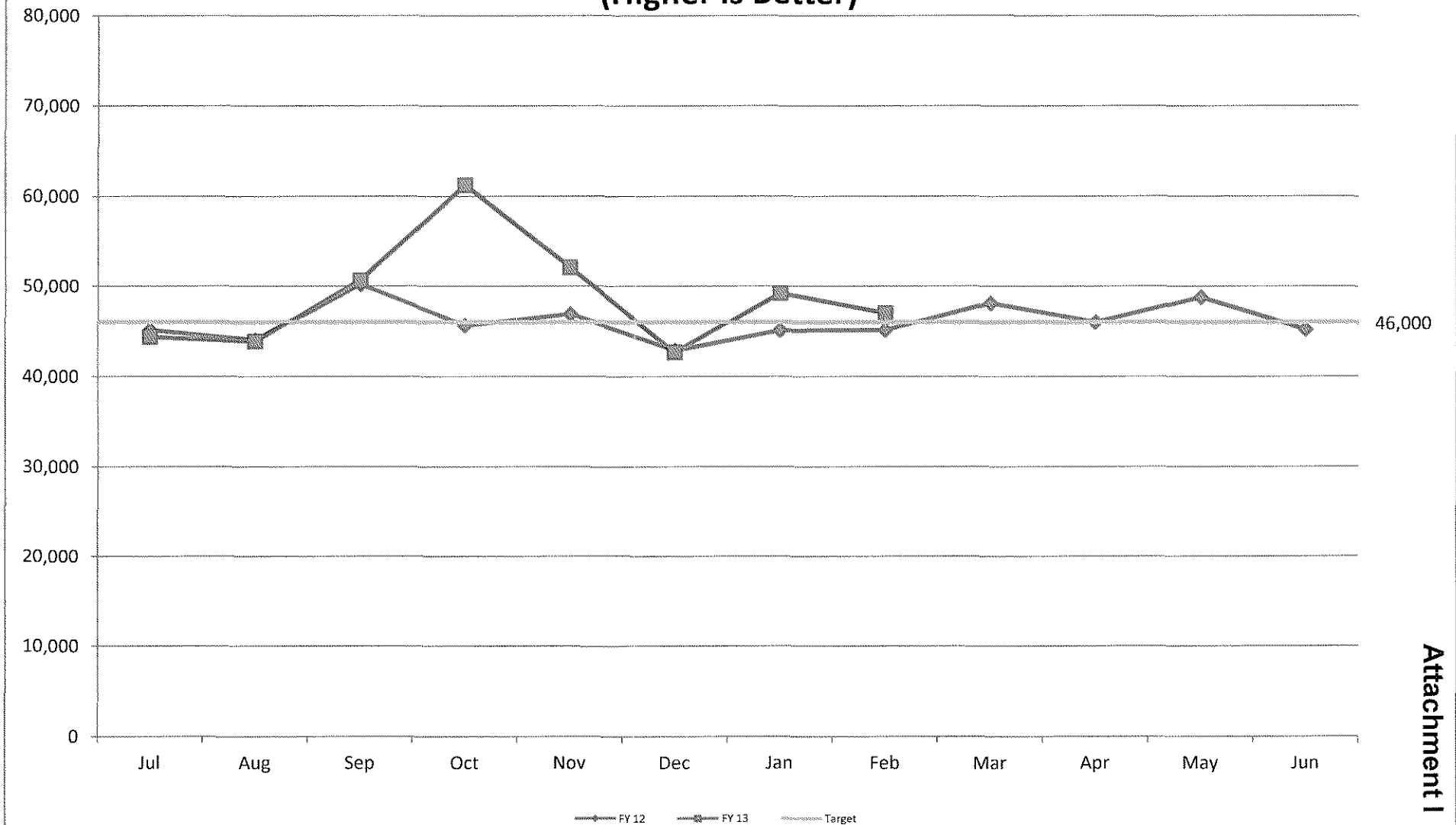
Attachment G: Average Miles Between Service Interruptions (Higher is Better)



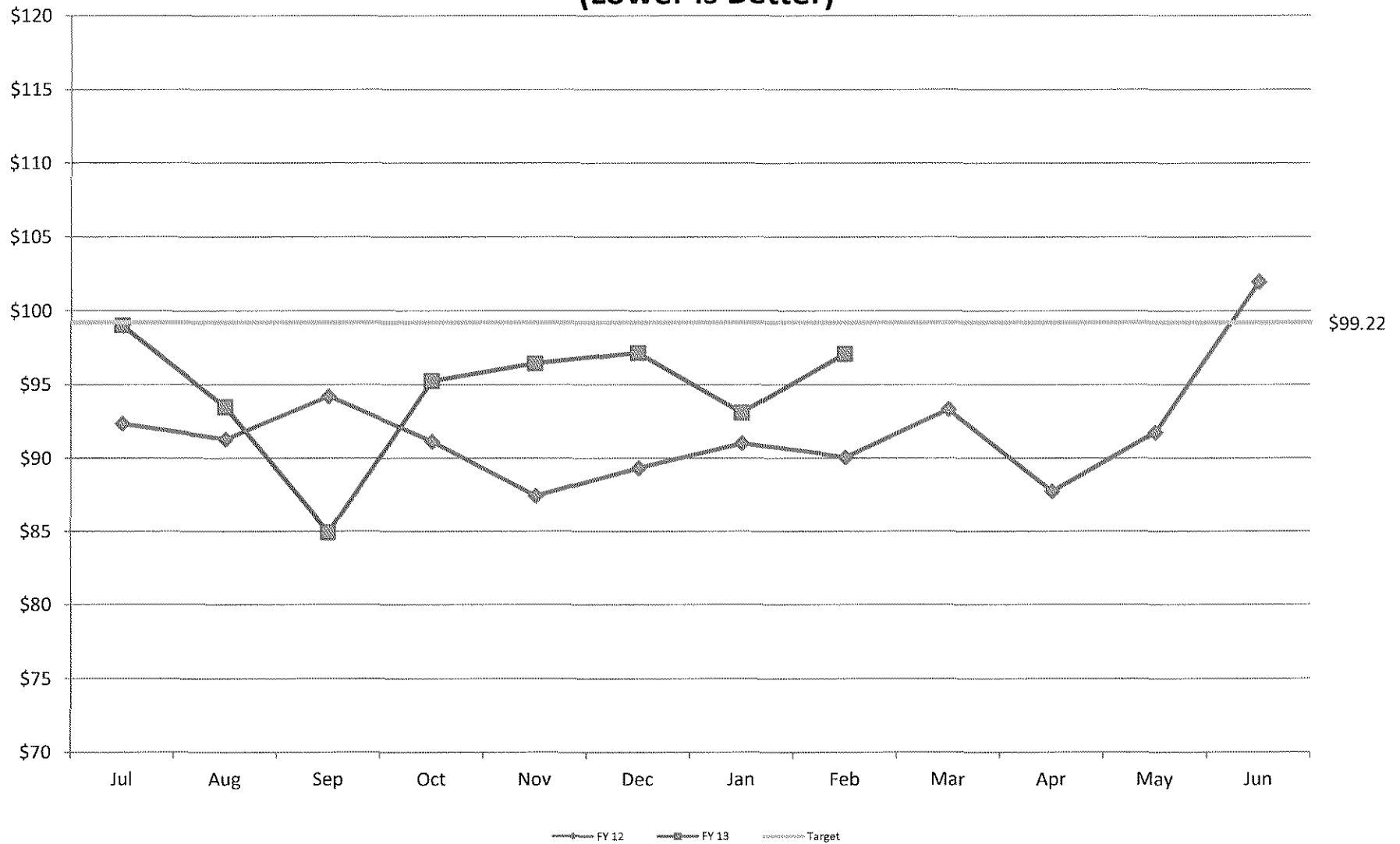
Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



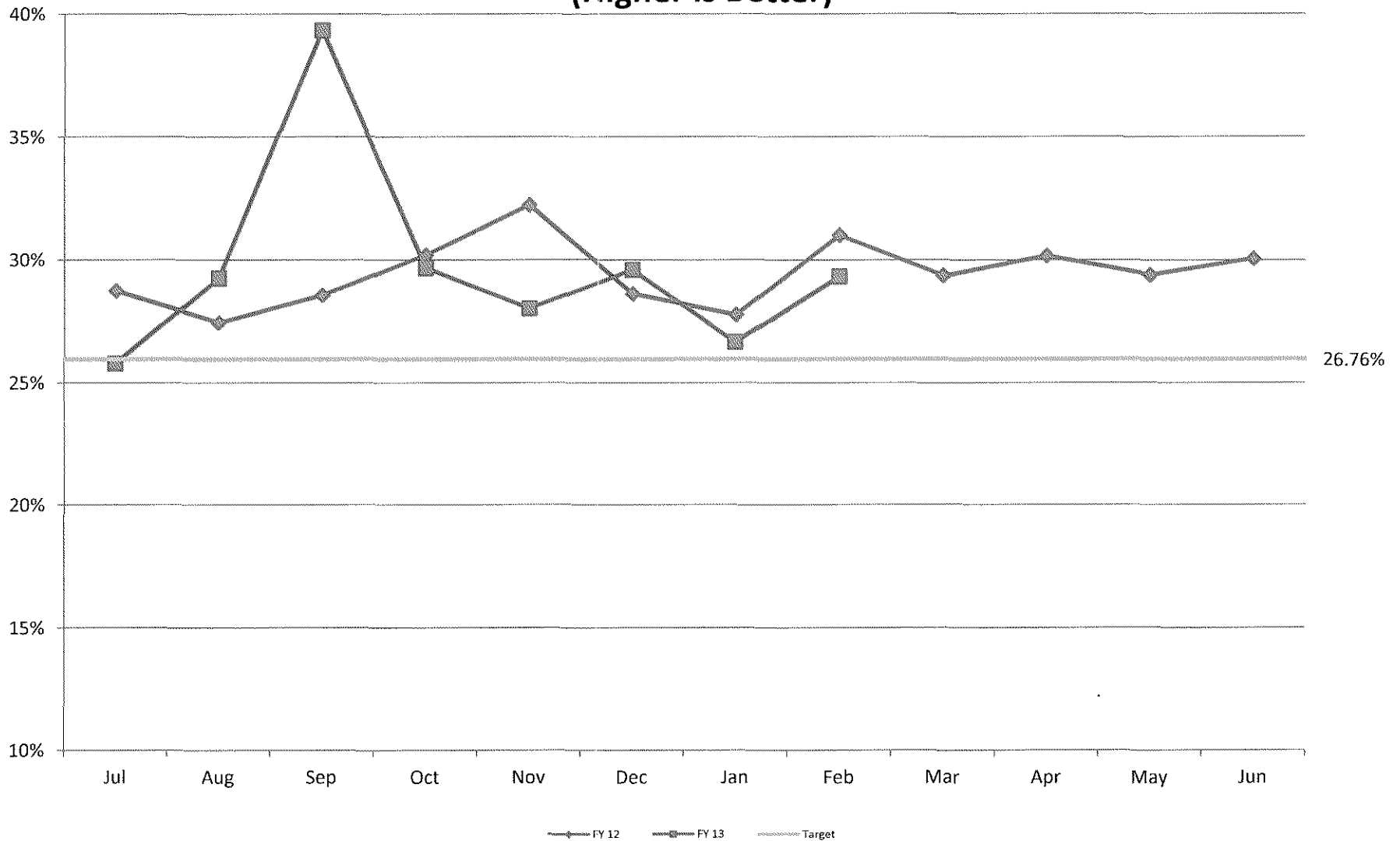
Attachment I: Average Weekday Boardings (Higher is Better)



Attachment J: Average Cost per Vehicle Service Hour (Lower is Better)



Attachment K: Farebox Recovery Ratio (Higher is Better)



Attachment L: Operations Report - Total System

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 13 Year to Date	YTD Meets/Exceeds	FY 12 Year to Date	% Improvement
Average Fare per Boarding	\$1.29	\$1.35	-4.59%	\$1.32	\$1.32	X	\$1.30	1.78%
Average Cost per Boarding	\$4.39	\$4.34	-1.24%	\$4.93	\$4.49	X	\$4.43	-1.30%
Average Subsidy per Boarding	\$3.11	\$3.00	-3.52%	\$3.61	\$3.16	X	\$3.13	-1.11%
Total Vehicle Miles	1,030,475	1,055,416	-2.36%	N/A	8,678,116	N/A	8,678,532	0.00%
Vehicle Service Miles	788,576	802,101	-1.69%	N/A	6,714,283	N/A	6,618,375	1.45%
Total Vehicle Hours	67,760	63,729	6.33%	N/A	569,376	N/A	525,065	8.44%
In-Service Speed	15.7	14.8	6.10%	N/A	15.3	N/A	14.8	3.21%
Boardings per Vehicle Service Mile	1.39	1.40	-0.78%	N/A	1.38	N/A	1.38	-0.20%